



baviaans
PARTICIPATION FOR DEVELOPMENT

umcapela
locali rehurugali
plasa le munipalita

ANNEXURE B

Schedule of Service Delivery Standards

Province: EC107 - Schedule of Service Delivery Standards Table BAVIAANS MUNICIPALITY

Standard	Description	Service Level
Solid Waste Removal		
Premise based removal (Residential Frequency)		1 / per week
Premise based removal (Business Frequency)		2 / per week
Bulk Removal (if necessary)		Nil
Removal Bags provided (Yes/No)		Yes
Garden refuse removal included (Yes/No) (Holds/lets)		1 / per week
Street Cleaning Frequency in CBD		Daily
Street Cleaning Frequency in areas excluding CBD		Daily
How soon are public areas cleaned after events (24hours/48hours/longer)		24 hours
Cleaning of illegal dumping (24hours/48hours/longer)		1 / quarter
Recycling or environmentally friendly practices (Yes/No)		No (use with implementation of recycling programme)
Located landfill site (Yes/No)		No
Water Service		
Water Quality rating (Blue/Green/Amber/NO drop)		Blue drop - 99%, Green drop - 100%
Is free water available to all? (Allowing to the individual consumers)		Only to the poor
Frequency of meter reading? (per month, per year)		Monthly
Are estimated consumption calculated on actual consumption over (two months/three month's/longer period)		Three months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		one month
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)		
• Once service connection affected (number of hours)		11 hours
Up to 5 service connection affected (number of hours)		11 hours
Up to 20 service connection affected (number of hours)		11 hours
Feeder pipe larger than 800mm (number of hours)		11 hours
What is the average minimum water flow in your municipality?		13,000 l per second
Do you practice any environmental or resource protection activities as part of your operations? (Yes/No)		No
How long does it take to replace faulty water meters? (days)		1 day
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		Yes
Electricity Service		
What is your electricity availability percentage on average per month?		99%
Do your municipality have a supply control in place that is operational? (Yes/No)		No
How much do you estimate is the cost saving in utilizing the supply control system?		Nil
What is the frequency of meters being read? (per month, per year)		Monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		Three months

On average for how long does the municipality use estimates before reworking back to actual readings? (months)	one month
Duration before availability of electricity is restored in cases of breakages immediately/one day/two days/longer?	8 hours
Are accounts normally calculated on actual readings? (Yes/No)	Yes
Do you practice any environmental or security resource protection activities as part of your operations? (Yes/No)	No
How long does it take to replace faulty meters? (days)	7 days
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
How effective is the action plan in curbing line losses? (Good/Bad)	Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)	5 days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	5 days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	5 days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	10
Sewerage Service	
Are your purification systems effective enough to put water back in to the system after purification?	Yes
To what extent do you subsidize your indigent consumers?	Yes
How long does it take to restore sewerage breakages on average	
Sewer overflow? (hours)	3 hours
Sewer blocked pipes- Large pipes? (hours)	4 hours
Sewer blocked pipes- Small pipes? (hours)	1 hours
Spillage clean up? (hours)	1 hour
Replacement of manhole covers? (Hours)	7 days
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	24 hours
Time taken to repair a single pothole on a minor road? (Hours)	24 hours
Time taken to repair a road following an open trench service crossing? (Hours)	1 hour
Time taken to repair walkways? (Hours)	36 hours (7 days)
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	Not months
Do you have any special rating properties? (Yes/No)	No
Financial Management	
Is there any change in the situation of subsidised and wasteful expenditure over time? (Decrease/increase)	Decrease
Are the financial statement outstancies? (Yes/No)	Yes
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	Yes
How long does it take for an Tax/invoice to be paid from the date it has been received?	10 days
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next ten to three years procurement plans?	Yes

Administration	
Reaction time on enquiries and requests?	7 days
Time to respond to a verbal customer enquiry or request? (working days)	acknowledge within 7 days
Time to respond to a written customer enquiry or request? (working days)	acknowledge within 7 days
Time to resolve a customer enquiry or request? (working days)	resolve within 21 days
What percentage of calls are not answered? (5%, 10% or more)	5% (31/12/14)
How long does it take to respond to voice mails? (hours)	N/A
Does the municipality have control over locked enquiries? (Yes/No)	Yes
Is there a reduction in the number of complaints or not? (Yes/No)	Yes (except greyish complaints)
How long does it take to open an account for a new customer? (1 day/ 2 days/ a week or longer)	1 day
How many times does SCM Unit, ICT's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	weekly
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	15 minutes
How long does it take to renew a vehicle license? (minutes)	5 minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	unknown - info sent to BSA
How long does it take to de-register a vehicle? (minutes)	5 minutes
How long does it take to renew a driver's license? (minutes)	10 minutes
What is the average reaction time of the fire service to an incident? (minutes)	1 hour
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	45
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	120
Economic development	
How many economic development projects does the municipality drive?	3 (EPWP, Sahel Solar, Groen)
How many economic development programmes are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	1
What percentage of the projects have created sustainable job security?	33% (1 a project)
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	No
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	No
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humane manner? (Yes/No)	Yes

